



Position: Showers, Washers, Lockers (Swashlock) Monitor
Department: Access Center

OPCC and Lamp Community are now one.

Summary:

The Shwashlock Monitor is responsible is responsible for engaging clients by effectively building trust and credibility, screening requests, and directing clients appropriately.

Essential Duties & Responsibilities:

1. Engage clients into the case management process by effectively building trust and credibility; screen requests and direct appropriately to Case Managers
2. Assist staff in maintaining order and a smooth flow of services throughout the day
3. Develop rapport/assist weekend feeding groups/Collaborators
4. Monitor and oversee client bathrooms, showers, and Laundry area to ensure compliance with program policies and procedures
5. Provide crisis intervention using non-violent crisis Intervention techniques
6. Provide accurate information regarding Access Center & Shwashlock services and service hours
7. Keep Shwashlock showers, bathrooms and laundry area clean during hours of operation; empty trash as needed
8. Keep locker area orderly and ensure clients keep lockers clean and free from food
9. Responsible for distribution of shower and laundry supplies, towels, and toiletries
10. Report all incidents and any repair needs to the Intake Coordinator and supervisor
11. Assist with daily operation of facility as needed, including general cleaning duties
12. Attend all staff meetings, trainings and retreats as scheduled

Qualifications:

1. High school/GED degree
2. Knowledge and experience working with the homeless population
3. Effective customer service skills
4. Able to handle difficult situations in a professional manner regardless of circumstances
5. Commitment to improving the community through empowerment and dignity
6. Familiarity with non-violent crisis intervention
7. Familiarity with issues faced by population served
8. Able to self-motivate and to appropriately organize and motivate others
9. Computer literate; able to use computerized database system for information management
10. Able to work as a team member

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Apply with salary expectations, cover letter, and resume via email

jobs@lampcommunity.org

OR

Mail:

OPCC/ Lamp Community Human Resources

526 San Pedro ST

Los Angeles, CA 90013

OR

Fax:

323-940-4759